

## REMARKS

Reconsideration and further prosecution of the above-identified application are respectfully requested in view of the amendments, and the discussion that follows. Claims 1-27 are pending in this application. Claims 1-27 have been rejected under 35 U.S.C. §102(a) as being anticipated by U.S. Pat. No. 7,269,253 to Wu et al. ("Wu"). Claims 1, 2, 4-7, 8, 10, 13, 19, 21-25, and 27 have been amended. After a careful review of the claims, it is believed that the claims are in allowable form and a Notice of Allowance is respectfully requested.

Claims 5, 7, 8, 10, 13, 19, 21, 22, and 25 have been amended for clarification. Claim 4 has been amended to recite separate call selection windows for each call (see e.g., paragraph 0026); claim 6 has been amended to call for both general and specific bids (see e.g., paragraph 0033); claims 1, 23, and 27 have been amended to call for both associated and contextual information (see e.g., paragraph 0017 and 0029); and claim 24 has been amended to recite rejecting bids if the agent handles calls which exceed the group average by the threshold amount (see e.g., paragraph 0047). Claim 2 has been amended to claim target and client identifiers (see paragraph 0028).

Claims 1-27 have been rejected as anticipated by Wu. Wu describes a system to optimize selection of agents. However, Wu only generally mentions agent bid system (see e.g., Col 21, lines 52-62) but does not disclose providing a description of the calls to the agents for bidding. The only description regarding information describes an automatic agent selection requiring an agent to be sufficiently competent to handle the call based upon the information available (Col. 21, lines 33-55). Based upon this distinction, all the claims are distinguishable over the disclosure of Wu. In addition, claims 1, 13, 23, and 27 now call for at least contextual information. There is no disclosure of this feature in the cited references. Col. 21 cited in the Office Action does not describe presenting contextual information to the agent for use in bidding

for calls. Thus, the independent claims 1 and 27 and dependent claims 13 and 23 have further distinguishable over Wu because Wu does not disclose use of contextual information.

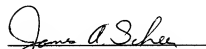
With regard to claim 2, Wu also does not disclose a description presented to the agent including a target and a client identifier. Claim 4 calls for a separate call selection window for each call which is not disclosed by Wu. Claim 5, 16, 17, and 25 are further distinguishable because Wu does not describe defining the bid as being between two non-zero limits or between 1 and 10. Regarding claim 11, Wu at the cited portion (Col. 21, lines 52-62) only generally describes a bidding system but nowhere describes assigning a call to a default agent if no acceptable bids are received within a predetermined time period.

With regard to claims 9, 10, 20, and 24, Wu describes scoring an agent based on number of units sold per unit time, or time to close a sale (Col. 21, lines 44-46) and describes rejecting bids for lack of competence or excessive skills (Col. 21, lines 53-56), but does not describe group average calls per unit time, and does not describe rejecting bids based on criteria such as group average or the agent's determined average. Nor does Wu describe rejecting bids based upon the number of calls handled in a time period exceeding the group average by a threshold amount (Claim 24). Thus, claims 9, 10, 20, 21, and 24 are believed to be further distinguishable for these reasons.

As discussed above, claims 1-27 are believed to be allowable over the cited reference. Therefore, allowance of all pending claims 1-27 is believed to be in order and such action is respectfully requested. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, he is respectfully requested to telephone applicant's undersigned attorney.

Respectfully submitted,

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